

From: [Communications, VCF \(CIV\)](#)
To: [Communications, VCF \(CIV\)](#)
Subject: Important Updates: VCF Outgoing Correspondence and Appeal Deadlines
Date: Thursday, September 16, 2021 10:58:57 AM

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Good morning,

Yesterday afternoon, the [COVID-19 page](#) on the VCF website was updated to reflect the following changes specific to outgoing correspondence and appeal-related deadlines:

- **Outgoing Correspondence:**

Between **March 30, 2020, and September 8, 2021**, the VCF was not routinely mailing hard copy letters, but continued to generate letters on a daily basis and electronic copies of letters were uploaded to online claims daily. During this time, we periodically mailed copies of certain award letters and eligibility letters to claimants, and also mailed notification letters to alert them when important decision letters were uploaded to their claim. *If you received a letter in the mail from the VCF during the March 30, 2020, through September 8, 2021, timeframe, carefully review the letter to determine if you need to take any action.*

On **September 9, 2021**, the VCF resumed the daily mailing of hard copy letters to all claimants. For letters dated September 9, 2021 or later, we will mail you a copy of any VCF letter that is uploaded to your claim. The letter will be mailed on the date it is uploaded to the online system.

- **NOTE for claimants who are working with an attorney:** The VCF does not mail separate copies of letters addressed to attorneys. Your attorney can view all the letters generated for your claim in the online system.

The VCF will continue to mail certain letters directly to attorneys, such as the written notification that a claimant has removed or changed their legal representation.

- **Deadlines:** All deadlines included in letters remain in effect, with the following guidelines:
 - **Award Letters and Eligibility Decision letters generated between March 30, 2020 and September 8, 2021:**
 - **For claimants who are not working with an attorney:** If you did not file an appeal during the 30-day window outlined in the electronic version of your letter, you may file an appeal within the 30-day period outlined in the hard copy of the letter that was mailed to you. Please pay careful attention to the deadlines if you received a hard copy letter during this timeframe and it included an appeal form.
 - **For claimants who are working with an attorney:** For letters dated between **April 22, 2021*** and **September 8, 2021**, you may only appeal your decision during the 30-day window outlined in the electronic version of the letter. For claimants who did not appeal on an uploaded version of a letter dated prior to April 22, 2021, the VCF mailed you a notification letter with instructions to contact your attorney to discuss your appeal options.

* In April of this year, the VCF posted an important update to our website about appeal deadlines that applied to letters dated on or after April 22, 2021. This information was also [sent by email](#) to attorneys representing VCF claimants.

- **Award Letters and Eligibility Decision letters dated on or after September 9, 2021:**
Claimants must file their appeal within the 30-day window outlined in the letter. The hard copy letter that you receive in the mail will have the same 30-day window as the electronic copy uploaded to your online claim. Appeal hearings will continue to be scheduled based on the order in which the appeal forms are received by the VCF.

Thank you.

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VCF Helpline: 1-855-885-1555

Website: www.vcf.gov

Information for Law Firms: www.vcf.gov/lawfirms

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